

# Connection charges

2010 - 2011



# Our prices

This leaflet lists our standard charges for installing new water service connections for pipes up to 32mm in diameter. These prices apply to quotes issued on or after 1 September 2010. All quotations are valid for three months and are payable in advance.

**Please note, any customer-led variations to the costs associated with the connection will be payable by the applicant.**

## **Cost of providing a quote for a new connection**

There is a non-refundable fee for providing a quotation for new service connections of £200.00 + VAT. This must be paid at the time of submitting the application. You can pay by cheque (payable to Thames Water Utilities) and send it to us with your completed application form. Alternatively you can pay by credit card by calling us on 0845 850 2777. This amount will be deducted from the quotation provided.

## **Connection Charges**

The connection charges shown are for 25mm (20mm int dia) and 32mm (25mm int dia) medium density polyethylene (MDPE) supplies. This charge includes the work we will carry out to excavate, connect and reinstate (if required) the new water supply to our main. It also includes the installation of a stop valve, boundary box and water meter.

You will need to excavate the pipework on your property so it is visible in order for the connection to be made. You may need to employ a private plumber to do this work.

Please note, if your pipework is not visible when we come to carry out the connection, any additional work carried out by Thames Water will be recharged to you.

### Building Water

There will be a charge for metering an existing supply, should you require a temporary water supply for construction purposes. Please ask for a copy of our Building Water Charges leaflet for further details.

### Additional pipelaying charge per metre

This charge covers the materials, excavation, backfill and reinstatement required per linear metre of pipe laid. Lengths of less than a whole metre will be rounded to the nearest metre.

### Manifolds

Manifold connections can be installed to reduce the need for multiple connections. They are only suitable where there is enough space for the larger chamber and where all customer-side service pipes are laid out to the same point. Please note that manifolds can only accommodate 25mm (20mm int dia) connections.

### Barrier pipework

Where land is deemed as contaminated for the use of plastic pipework, it will be necessary to provide the service connection in barrier pipe. In this instance the following additional charges will apply:

### Thames Water reserves the right to make the final connection to its water network.

Please note, any customer-led variations in cost associated with the connection will be payable.

#### Pipelaying charge per connection

25mm barrier pipe connection	add £41
32mm barrier pipe connection	add £52
63mm barrier pipe connection (4 and 6 port manifolds)	add £208

#### Pipelaying charge per linear metre

25mm barrier pipe	add £3
32mm barrier pipe	add £4
63mm barrier pipe (4 and 6 port manifolds)	add £10

## **Our prices do not include:**

### **Infrastructure charges**

Infrastructure charges (domestic usage), or network charges (non-domestic usage) must be paid in addition to the cost of new service connections. These charges are regulated by Ofwat. For more information please refer to our Infrastructure Charges and Network Charges leaflets.

### **Mainlaying**

Where developments require mainlaying in order to provide an adequate supply, the developer will have to contribute towards the cost. This will be quoted for separately where required.

# Charges for new service connections

## Provide and lay a new service connection in unmade ground

Single connection charge	£416
Twin manifold charge	£690
4 port manifold connection charge	£1,181
6 port manifold connection charge	£1,598
Pipelaying per linear metre	£33
Disconnect an existing supply	£178.50

## Provide and lay a new service connection in a footpath

Single connection charge	£624
Twin manifold charge	£917
4 port manifold connection charge	£1,571
6 port manifold connection charge	£2,158
Pipelaying per linear metre	£91
Disconnect an existing supply	£309.75

## Provide and lay a new service connection in a road

Single connection charge	£801
Twin manifold charge	£1,066
4 port manifold connection charge	£1,875
6 port manifold connection charge	£2,357
Additional meterage per metre	£128
Disconnect an existing supply	£420

## Provide and lay a new service connection - No Excavation

Single connection charge	£343
Twin manifold charge	£593
4 port manifold connection charge	£1,078
6 port manifold connection charge	£1,530
Additional meterage per metre	£8

# Getting in touch with us

Online [www.developerservices.co.uk](http://www.developerservices.co.uk)

## By telephone

Enquiries about new water supplies

**0845 8502 777**

Monday - Friday 8am - 5pm

## By post

Developer Services, Reading Mail Room, Rose Kiln Court  
Rose Kiln Lane, Reading RG2 0BY

## Other useful contacts

### Water and wastewater services

**0845 9200 800**

Minicom service 0845 7200 898

- For water and wastewater enquiries
- For emergencies
- Other non-billing enquiries

To contact us from abroad +44 1793 366011

### Billing or account enquiries

**0845 9200 888**

Minicom service 0845 7200 899

For queries relating to the payment of your bill, change of address, meter readings and other billing queries, you can speak with our Customer Service Team.

Monday to Friday      8am to 8pm

Saturday                      8am to 1pm

### Leakline - report a leak

**0800 714 614**

Open 24 hours

This leaflet can be sent to you in braille, large print or audio format upon request.